

Indicator 8: Promptness of Responding to Claim Correspondence - 4th Quarter 2005

Large Insurers (400 Claims or more per year)

<u>NCCI</u>	<u>INSURER</u>	<u>Replies received</u> <u>or overdue</u>	<u>Late or</u> <u>no reply</u>	<u>Prompt</u>	<u>Year</u> <u>To Date</u>	<u>3 YR</u> <u>percent</u>
SI	CITY OF MILWAUKEE	23	1	95.65%	94.12%	69.78%
13579	TRAVELERS PROPERTY CAS CO OF A	135	13	90.37%	86.67%	80.56%
15628	LIBERTY MUTUAL INS CO	89	9	89.89%	81.57%	63.48%
12408	TRANSPORTATION INSURANCE CO	107	12	88.79%	77.67%	64.90%
16594	SOCIETY INSURANCE A MUTUAL CO	160	20	87.50%	86.53%	84.37%
16586	LIBERTY MUTUAL FIRE INS CO	82	11	86.59%	81.41%	72.94%
11061	REGENT INSURANCE CO	108	16	85.19%	88.41%	83.30%
SI	DEPT OF ADMINISTRATION	51	8	84.31%	86.32%	72.88%
21814	LIBERTY INSURANCE CORP	122	20	83.61%	81.32%	73.79%
17469	ACUITY INSURANCE CO	206	36	82.52%	80.19%	72.65%
17124	WEST BEND MUTUAL INS CO	234	41	82.48%	84.52%	80.94%
11509	OLD REPUBLIC INS CO	118	22	81.36%	80.98%	62.64%
15571	SENTRY INSURANCE A MUTUAL CO	166	33	80.12%	84.19%	74.95%
24244	UNITED WISCONSIN	62	13	79.03%	85.19%	80.86%
12882	EMCASCO INSURANCE CO	32	7	78.13%	84.50%	85.47%
15555	EMPLOYERS INSURANCE CO OF WAU	174	42	75.86%	77.79%	71.96%
10863	ZURICH AMERICAN INSURANCE COM	252	62	75.40%	75.55%	72.13%
12165	ACE AMERICAN INSURANCE CO	137	38	72.26%	65.62%	55.95%
18996	WAUSAU UNDERWRITERS INS CO	72	21	70.83%	73.28%	71.31%
TOTALS FOR GROUP:		2,330	425	81.76%	80.56%	73.32%

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Medium Size Insurers (85 -399 Claims or more per year)

<u>NCCI</u>	<u>INSURER</u>	<u>Replies received</u> <u>or overdue</u>	<u>Late or</u> <u>no reply</u>	<u>Prompt</u>	<u>Year</u> <u>To Date</u>	<u>3 YR</u> <u>percent</u>
16446	FEDERATED MUTUAL INS CO	20	2	90.00%	95.38%	86.35%
SI	MILWAUKEE TRANSPORT SERVICES I	6	1	83.33%	95.24%	90.37%
37915	CITIES & VILLAGES MUTUAL INS CO	4	0	100.00%	94.44%	77.17%
SI	KOHLER CO	8	0	100.00%	93.62%	68.75%
SI	MILWAUKEE BOARD OF SCHOOL DI	13	2	84.62%	92.42%	70.27%
16144	AUTO OWNERS INS CO	7	1	85.71%	91.30%	90.78%
SI	BRIGGS & STRATTON CORP	12	0	100.00%	90.41%	81.19%
SI	SCHNEIDER NATIONAL CARRIERS I	11	1	90.91%	89.74%	82.21%
SI	UW-SYSTEM ADMINISTRATION	17	3	82.35%	89.61%	81.11%
15873	AMERICAN FAMILY MUTUAL INS CO	38	5	86.84%	88.97%	86.67%
66671	LEAGUE OF WIS MUNICIPALITIES MU	8	1	87.50%	88.64%	86.79%
66669	COMMUNITY INS CORP	10	1	90.00%	88.46%	89.13%
14591	GREENWICH INSURANCE CO	18	3	83.33%	88.00%	85.47%
SI	GENERAL MOTORS CORPORATION	19	2	89.47%	87.50%	68.77%
15539	EMPLOYERS MUTUAL CASUALTY C	68	9	86.76%	87.23%	84.59%
SI	CITY OF MADISON	29	5	82.76%	86.90%	67.82%
24759	AMERICAN INTERSTATE INS CO	17	2	88.24%	86.76%	77.53%
19968	ACCIDENT FUND INS CO OF AMERIC	48	8	83.33%	86.70%	67.37%
17280	RURAL MUTUAL INS CO	26	5	80.77%	86.30%	81.01%
15385	CINCINNATI INSURANCE CO THE	57	7	87.72%	85.95%	71.03%
17035	INTEGRITY MUTUAL INS CO	16	3	81.25%	85.87%	84.97%
15172	COMMERCE & INDUSTRY INS CO	55	9	83.64%	85.44%	75.94%
12637	TRAVELERS INDEMNITY CO OF CT T	16	1	93.75%	85.11%	73.79%
17388	FRANKENMUTH MUTUAL INS CO	72	12	83.33%	84.08%	84.68%
36870	AMCOMP ASSURANCE CORP	78	16	79.49%	83.73%	79.91%
SI	COUNTY OF MILWAUKEE	18	5	72.22%	83.65%	77.99%
14516	TRI STATE INS CO OF MN	75	22	70.67%	82.98%	82.93%
17426	SECURA INSURANCE A MUTUAL CO	28	2	92.86%	81.88%	69.50%
10456	HARTFORD UNDERWRITERS INS CO	51	11	78.43%	81.60%	77.88%
12440	GENERAL CAS CO OF WI	33	8	75.76%	81.46%	81.17%
12890	FEDERAL INSURANCE CO	118	25	78.81%	79.65%	74.45%
14974	TWIN CITY FIRE INS CO	110	24	78.18%	78.78%	75.28%
13269	HARTFORD FIRE INSURANCE CO	19	5	73.68%	78.67%	73.66%
13706	ST PAUL FIRE & MARINE INS CO	38	6	84.21%	78.49%	72.49%
12246	WAUSAU GENERAL INS CO	30	7	76.67%	77.78%	72.62%
19879	VIRGINIA SURETY CO INC	32	6	81.25%	77.58%	79.27%
15032	VALLEY FORGE INS CO	27	5	81.48%	76.61%	69.77%
10227	FIDELITY & GUARANTY INS CO	55	14	74.55%	73.81%	57.84%
27332	WAUSAU BUSINESS INS CO	41	12	70.73%	73.71%	71.14%
13889	INSURANCE COMPANY OF STATE OF	34	7	79.41%	73.71%	66.38%
11223	TRAVELERS CASUALTY & SURETY C	13	3	76.92%	69.84%	73.37%
12491	ILLINOIS NATIONAL INS CO	79	20	74.68%	69.82%	67.78%
13781	AMERICAN HOME ASSURANCE CO	59	19	67.80%	69.75%	68.30%
25437	INDEMNITY INSURANCE CO OF NORT	19	4	78.95%	68.54%	65.31%
10847	UNITED STATES FIDELITY & GUARANT	33	15	54.55%	59.66%	55.53%
13072	NATIONAL UNION FIRE INS CO OF P	51	22	56.86%	58.63%	59.83%
14850	PEKIN INSURANCE CO	29	18	37.93%	57.03%	65.02%
10677	PACIFIC EMPLOYERS INS CO	14	6	57.14%	44.50%	39.02%
TOTALS FOR GROUP:		1,679	365	78.26%	78.37%	71.22%

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Small Size Insurers (Less than 85 Claims per year)

<u>NCCI</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>3 YR percent</u>
SI	COUNTY OF WINNEBAGO	3	0	100.00%	92.31%	96.43%
SI	COUNTY OF OUTAGAMIE	5	0	100.00%	94.44%	95.16%
22799	STATE FUND MUTUAL INS CO	9	0	100.00%	96.61%	94.12%
SI	MARTEN TRANSPORT LTD	2	0	100.00%	100.00%	91.89%
SI	COUNTY OF DODGE	6	0	100.00%	93.33%	91.30%
28002	WILSON MUTUAL INS CO	8	0	100.00%	93.55%	91.07%
SI	COUNTY OF SHEBOYGAN	1	0	100.00%	100.00%	90.54%
SI	COUNTY OF ROCK	1	0	100.00%	100.00%	90.14%
SI	KIMBERLY-CLARK CORPORATION	0	0	0.00%	100.00%	89.66%
14842	STATE FARM FIRE & CASUALTY CO	5	0	100.00%	89.19%	89.31%
SI	COUNTY OF LA CROSSE	1	0	100.00%	87.50%	89.19%
SI	COUNTY OF DANE	6	0	100.00%	100.00%	88.73%
SI	DEERE & COMPANY	1	0	100.00%	87.50%	88.57%
13633	HANOVER INSURANCE CO THE	3	0	100.00%	91.67%	87.88%
15865	WESTERN NATIONAL MUTUAL INS C	8	2	75.00%	86.67%	87.42%
12122	UNITED FIRE & CASUALTY CO	6	1	83.33%	92.00%	87.18%
15717	UTICA MUTUAL INS CO	4	1	75.00%	95.24%	87.10%
SI	COUNTY OF WALWORTH	4	1	75.00%	78.95%	86.52%
SI	TECUMSEH PRODUCTS COMPANY	0	0	0.00%	100.00%	85.71%
11037	GREAT WEST CASUALTY CO	9	0	100.00%	89.29%	85.56%
17272	HASTINGS MUTUAL INS CO	17	5	70.59%	84.93%	85.42%
28312	EVEREST NATIONAL INS CO	17	2	88.24%	84.00%	85.29%
SI	HARNISCHFEGER CORPORATION	3	0	100.00%	90.91%	84.21%
34711	WISCONSIN AMERICAN MUTUAL INS	0	0	0.00%	0.00%	83.00%
SI	USF HOLLAND INC	2	0	100.00%	100.00%	82.35%
13080	NEW HAMPSHIRE INSURANCE CO	11	2	81.82%	81.25%	82.29%
12041	STATE FARM GENERAL INS CO	1	0	100.00%	100.00%	81.25%
SI	LAND O LAKES INC	2	0	100.00%	90.91%	80.77%
17418	PARTNERS MUTUAL INS CO	6	1	83.33%	73.91%	80.46%
17965	AMERICAN ZURICH INS CO	5	0	100.00%	86.84%	80.00%
12629	ELECTRIC INSURANCE CO	4	0	100.00%	92.31%	79.63%
13692	ST PAUL MERCURY INS CO	3	0	100.00%	83.72%	79.45%
11665	CAPITOL INDEMNITY CORP	3	0	100.00%	76.92%	79.37%
16853	CHURCH MUTUAL INSURANCE CO	7	2	71.43%	80.70%	79.17%
10170	HAWKEYE SECURITY INS CO	5	2	60.00%	76.47%	79.00%
SI	ST FRANCIS HOSPITAL INC	3	0	100.00%	75.00%	78.95%
13668	SENTRY SELECT	4	0	100.00%	96.67%	78.85%
20702	DISCOVER PROPERTY & CASUALTY I	5	0	100.00%	96.43%	78.43%
16985	GRINNELL MUT REINSUR CO	5	0	100.00%	89.66%	78.21%
SI	BRUNSWICK CORPORATION	0	0	0.00%	100.00%	77.65%
10960	MIDDLESEX INSURANCE CO	47	11	76.60%	80.33%	77.29%
11452	AMERICAN GUARANTEE & LIABIL	7	0	100.00%	79.17%	77.27%
34649	SECURA SUPREME	6	0	100.00%	81.25%	77.27%
10545	MARYLAND CASUALTY CO	9	1	88.89%	73.33%	77.17%
SI	VOLLRATH COMPANY LLC	1	0	100.00%	80.00%	77.14%
SI	KWIK TRIP INC	3	0	100.00%	95.24%	76.67%
SI	JOURNAL SENTINEL INC	3	0	100.00%	66.67%	75.00%
11916	PENN MFRS ASSOCIATION INS CO	2	0	100.00%	80.65%	75.00%
14230	ST PAUL GUARDIAN INS CO	2	0	100.00%	75.00%	75.00%

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Small Size Insurers (Less than 85 Claims per year)

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SI	DEPT OF TRANSPORTATION	7	2	71.43%	79.49%	74.68%
14397	HARTFORD CASUALTY INS CO	24	8	66.67%	77.14%	74.64%
SI	WISCONSIN BELL INC	10	0	100.00%	97.67%	73.89%
10693	VIGILANT INSURANCE CO	17	8	52.94%	71.11%	73.20%
12173	ASSURANCE COMPANY OF AMER	1	0	100.00%	83.33%	72.95%
SI	COLUMBIA-ST MARY'S INC	11	1	90.91%	87.50%	72.81%
32352	BENCHMARK INSURANCE CO	20	9	55.00%	74.51%	72.73%
11053	CONTINENTAL WESTERN INS CO	10	1	90.00%	87.50%	72.22%
10103	ASSOCIATED INDEMNITY CORP	14	3	78.57%	86.44%	72.03%
35629	WIS COUNTY MUTUAL INS CORP	6	0	100.00%	95.83%	71.92%
SI	FEDERAL EXPRESS CORPORATION	9	0	100.00%	95.65%	71.91%
10804	TRAVELERS INSURANCE CO THE	3	1	66.67%	72.73%	70.99%
21342	ST PAUL FIRE & CASUALTY INS CO	6	1	83.33%	75.51%	70.77%
SI	BENEVOLENT CORPORATION CEDA	9	5	44.44%	57.69%	70.75%
23957	SELECTIVE INS CO OF SOUTH CAROL	8	2	75.00%	82.22%	70.06%
SI	COOPER POWER SYSTEMS INC	25	13	48.00%	56.92%	70.00%
22241	CINCINNATI CASUALTY CO THE	2	1	50.00%	70.00%	69.77%
12777	UNITED STATES FIRE INS CO	7	1	85.71%	87.50%	69.64%
SI	COUNTY OF WASHINGTON	7	4	42.86%	54.84%	69.57%
SI	STORA ENSO NORTH AMERICA COR	15	3	80.00%	84.31%	68.56%
13714	WESTPORT INSURANCE CORPORATIO	12	2	83.33%	75.68%	68.56%
12688	TRANSCONTINENTAL INSURANCE C	11	2	81.82%	79.63%	68.40%
10030	AMERICAN CASUALTY CO OF READI	13	1	92.31%	74.47%	68.25%
14699	AMERICAN & FOREIGN INS CO	8	4	50.00%	53.85%	68.02%
13315	INDIANA INSURANCE CO	3	2	33.33%	75.00%	68.00%
18376	LUMBERMEN'S UNDERWRITING AL	3	0	100.00%	66.67%	68.00%
SI	INTERNATIONAL PAPER COMPANY	4	0	100.00%	95.65%	67.57%
10243	CONTINENTAL CASUALTY CO	23	4	82.61%	86.59%	67.19%
18457	ERIE INSURANCE EXCHANGE	1	0	100.00%	85.71%	65.22%
17604	PHARMACISTS MUTUAL INS CO	4	0	100.00%	70.59%	65.00%
10685	PACIFIC INDEMNITY CO	17	6	64.71%	65.38%	63.58%
SI	GEORGIA PACIFIC CORPORATION	12	6	50.00%	60.00%	62.50%
SI	COUNTY OF OZAUKEE	7	5	28.57%	50.00%	62.50%
17132	MILWAUKEE CASUALTY INSURANC	16	8	50.00%	57.14%	62.22%
SI	TARGET CORP (STORES)	14	3	78.57%	46.02%	61.64%
12572	SECURITY INSURANCE CO OF HARTF	6	2	66.67%	68.97%	60.34%
12416	FIREMANS FUND INS CO	9	1	88.89%	68.57%	59.85%
10723	ROYAL INDEMNITY CO	16	10	37.50%	48.39%	59.64%
17582	MILWAUKEE INS COMPANY	9	4	55.56%	52.17%	59.52%
11762	CONNECTICUT INDEMNITY CO THE	6	2	66.67%	51.11%	58.27%
SI	CITY OF KENOSHA	5	1	80.00%	77.78%	57.89%
16969	MICHIGAN MILLERS MUTUAL INS C	11	3	72.73%	70.97%	57.24%
27359	FIRST LIBERTY INS CORP THE	2	0	100.00%	87.50%	57.14%
19186	AMERICAN PROTECTION INS CO	7	2	71.43%	59.32%	56.88%
16195	NATIONWIDE MUTUAL INS CO	36	21	41.67%	44.72%	53.88%
SI	DAIMLERCHRYSLER CORPORATION	10	1	90.00%	78.18%	53.58%
SI	WISCONSIN ELECTRIC POWER COMP	12	2	83.33%	68.00%	52.87%
10065	AMERICAN MOTORISTS	6	4	33.33%	41.18%	52.03%
15431	ACE FIRE UNDERWRITERS INSURANC	5	2	60.00%	59.26%	51.85%

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13684	ROYAL INSURANCE CO OF AMERICA	4	3	25.00%	34.62%	51.49%
12297	UNIVERSAL UNDERWRITERS INS CO	8	2	75.00%	65.22%	48.97%
SI	JEWEL FOOD STORES INC	4	2	50.00%	76.92%	48.96%
SI	EMERSON ELECTRIC COMPANY	5	3	40.00%	67.31%	48.53%
10324	FIDELITY & GUARANTY INS UNDERWR	3	0	100.00%	60.00%	46.15%
11363	OHIO CASUALTY INS CO	7	6	14.29%	41.27%	45.25%
15644	LUMBERMENS MUTUAL CAS CO	21	14	33.33%	42.02%	44.44%
17116	AMERICAN MANUFACTURERS MUT	5	3	40.00%	50.00%	43.64%
16470	ATLANTIC MUTUAL INS CO	7	4	42.86%	35.48%	42.03%
TOTALS FOR GROUP:		828	229	72.34%	73.21%	65.61%